



**DEPARTMENT OF THE AIR FORCE
AIR FORCE INSTITUTE FOR ENVIRONMENT, SAFETY AND
OCCUPATIONAL HEALTH RISK ANALYSIS (AFIERA)
BROOKS AIR FORCE BASE TEXAS (AFMC)**

18 Feb 00

MEMORANDUM FOR All Command Core System (CCS) Systems Administrators

FROM: AFIERA/RSEC

SUBJECT: CCS Server Maintenance Support Agreement

1. The majority of CCS servers that are currently deployed are no longer covered by the original warranty from Hewlett Packard (HP). To ensure that maintenance support is available, the CCS Program Management Office (PMO) has established a time and materials server maintenance support agreement with the Tri-Service Medical Systems Support Center (TMSSC). This acronym may sound familiar since our help desk support contract is also through TMSSC. If you encounter server problems, contact the help desk and they will troubleshoot the problem and work with the PMO to determine if the server maintenance support agreement needs to be activated.
2. Since moving a server that is still under warranty voids the HP warranty, it is also critical that you contact the help desk prior to moving any CCS server. The help desk will check to see if the server is still under warranty, get approval for the move from the PMO, and work with you to ensure that the appropriate server shut down and startup procedures are followed. If you move a server without coordination with the help desk and approval from the PMO and server problems occur, PMO funds will not be used to pay for the server maintenance.
3. To avoid having to use local funds to pay for server maintenance, please coordinate with the help desk and get PMO approval before moving any CCS server. If you have questions or need additional information, please contact the CCS Help Desk at DSN 240-4150 or Commercial (210) 536-4150.
4. Thanks in advance for your support. The points of contact in the CCS Program Management Office are myself and Capt Agapito Lambert at DSN 240-6682/4863 respectively.

Craig B. Dezell

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